



Child Care Referral Central

Child Care Program Referral and Listing Policy



Child Care Referral Central (Referral Central) helps families find child care by providing them with information on child care providers in Alamance, Caswell, Durham, Franklin, Granville, Orange, Person, Vance and Wake counties, general licensing information and information on choosing quality child care. When Referral Central provides referrals to a client, an effort is always made to give at least three possibilities. Our role is to help families ask questions to get the answers they need to make the best choice for their child. All listings and referrals are free and made in an unbiased manner without regard to race, color, ethnicity, gender, age, religion, disability, sexual orientation and national origin. *We do not make recommendations or give opinions about which provider a parent should select.*

Referral Central lists and refers to licensed centers, licensed family child care home providers, preschools, school-age programs, and summer camps. All must be legally operating in the 9-county region.

To be eligible for referrals:

Child care programs in Alamance, Caswell, Franklin, Granville, Person and Vance counties must meet the following requirements:

- Legally operating – licensed or licensed exempt

Child care programs in Durham, Orange and Wake counties must meet the additional following requirements:

- Legally operating 3, 4, or 5 star child care provider (centers, family child care homes, half-day preschools, school-age programs, camps)
- Legally operating 1 or 2 star, Temporary, or GS-110 licensed provider that is “on-contract” and actively participating in a quality improvement program with a goal to increase their star rating
- Programs who are not required to be licensed but are accredited by an external organization or system meeting Referral Central’s minimum standards
- Legally operating - licensed or unlicensed school-age programs and summer camps signing a listing agreement with CCRC

To become listed with Child Care Referral Central: Providers can become part of the referral database by completing an Annual Referral Information Form, including a signature accepting the terms of the Referral and Listing Policy, and sending in a copy of their accreditation certificate, if applicable.

Child Care Referral Central provides child care referrals to legally operating child care providers meeting the listing criteria above. A child care provider returning a Child Care Referral listing form agrees to the following terms of listing with the service.

As a child care provider listed with Child Care Referral Central, I understand:

1. The information provided on the listing form will be entered in Child Care Referral Central’s referral database, and may be available on the child care search website.
2. The information will be used to inform parents about their child care options and inform the community about child care in Alamance, Caswell, Durham, Franklin, Granville, Orange, Person, Vance and Wake counties.
3. A Child Care Referral Central Referral Counselor may set up site visits at your facility for families and may accompany the family during visits to assist in identifying criteria that the family indicated was important to them.*
4. If I omit information from the listing form, parents will be told that I did not provide that information and will be directed to me to obtain the answer.
5. I am required to provide parents with my taxpayer identification number (TIN) when requested so parents can claim the child care tax credit. If I have not established a separate number, I understand that this number is my social security number.
6. Child Care Referral Central does *not* recommend any child care program. Providing information about a child care program is not an endorsement by Referral Central. Child Care Referral Central provides information and referrals only.
7. I am required to notify the local Child Care Referral Central agency representative if any type of administrative action is issued by the North Carolina Division of Child Development and Early Education. I must make this notification within 5 business days. Failure to notify the local Child Care Referral Central agency representative of these actions may result in permanent suspension of referrals to my program.
8. I will be contacted periodically to update information about vacancies in my program, which may include online submission of vacancy updates.
9. Child Care Referral Central will request updated program information from me a minimum of once per year, but I may update new information at any time.
10. I may have referrals to my program suspended under the following circumstances:
 - a) The North Carolina Division of Child Development and Early Education has issued a Suspension or Revocation License. Even if the child care program appeals this Revocation, Child Care Referral Central will suspend referrals until a regular star rating is reinstated.
 - b) The North Carolina Division of Child Development and Early Education has issued a Provisional, Special Provisional, or Probationary License. Child Care Referral Central will suspend referrals until a regular star-rating is reinstated.
 - c) The North Carolina Division of Child Development and Early Education issues a written warning, written reprimand, or Civil Penalty. Child Care Referral Central will suspend referrals until the program agrees to participate in a Mandatory Technical Assistance Contract, when applicable. Continuation of referrals will depend on satisfactory participation in the Mandatory Technical Assistance Contract or notice from the North Carolina Division of Child Development and Early Education that the facility’s Corrective Action Plan has been successfully completed.
 - d) When a complaint against a program is so extreme that the Administrator of Child Care Referral Central determines that suspension is warranted.

Child Care Referral Central will notify the program by letter, email and/or phone call if referrals are suspended for any of the above listed reasons.

To express concern over Child Care Referral Central’s referral policies:

Providers concerned with any of Child Care Referral Central’s referral or listing policies should express their concerns in writing to the vice president of Child Care Services Association’s - Child Care Resource & Referral Division. A written response will be given to the provider within ten business days addressing the concern.

*Durham County child care programs only